NN/LM
National Network of Libraries of Medicine

New England Region

New England Sounding Line

Spring Already!
by John Stey, Associate Director

This winter has come and gone. I know, don't get out your barbecue tools yet! The weather this past weekend and the forecast for next weekend seem to indicate that spring is imminent. But isn't it always this time of the year! The NER Spring Outreach RFP was mailed out last week with a due date of April 17th. We encourage all libraries and organizations to consider reaching out to your community by writing an outreach proposal to improve their access to healthcare information.

We are looking forward to the annual ILL/Document Delivery meeting co-sponsored by NAHSL to be held at the Publick House (**http://www.publickhouse.com/**) on March 31st in Sturbridge, MA. Dan Chudov of the Yale University Cushing Whitney Library will be the featured afternoon speaker. He will discuss open source code and the implications for developing library applications. Jay Daly will provide a QuickDOC update and Ed Donnald will certainly cover the new DOCLINE®/DOCUSER®/SERHOLD®. Bring your questions and concerns to the meeting.

The RFP for the next five year contract will be out shortly. Your feedback on the past five years of the NER program would be appreciated. Send us any concerns or issues you feel should be addressed in the next five years. Your unique perspective is valuable to us. With your input, the services we provide can be tailor-made to meet specific needs. An open meeting to discuss the next five year proposal will be held at the Publick House in Sturbridge, MA on March 30th from 1:00-4:00 P.M. If you can't make the meeting, send your concerns to John Stey at stey@nso.uchc.edu or by calling 860-679-4795.

MLA is just around the corner and we expect to see many of you in Vancouver, B.C. We anticipate that NLM will rollout the new *Gateway* to NLM databases and other services. Judy Messerle of the Countway Library of the Harvard Medical School will give the *Janet Doe Lecture* on Monday, May 8th. Don't miss her presentation and the many opportunities for continuing education. Networking with your colleagues in this majestic city north of the border will be both relaxing and educational.

The NER staff will participate in the RML Directors meeting to be held on Friday May 5th. For an entire day, the staff of all eight NN/LM regions have the undivided attention of the national Network Office. Kent Smith, Deputy Director and Betsy Humphries, Deputy Associate Direc-

| Connecticut | Maine | Massachusetts | New Hampshire | Rhode Island | Vermont |

Check us out on the World Wide Web at http://www.nnlm.nlm.nih.gov/ner/

NN/LM NEW ENGLAND REGION STAFF

Ralph Arcari
Director
arcari@nso.uchc.edu

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John Stey
Associate Director
stey@nso.uchc.edu

•

Marion Levine
Assistant Director
levine@nso.uchc.edu

•

Ed Donnald
Network Coordinator
donnald@nso.uchc.edu

•

Nancy Putnam
Outreach Coordinator
nputnam@nso2.uchc.edu

•

Daniel Dollar
Education Coordinator
dollar@nso.uchc.edu

•

Geoff Gerrietts
Technology Coordinator
gerrietts@nso.uchc.edu

•

Pam White
Consumer Health Coordinator
pwhite@nso.uchc.edu

•

Elizabeth Clark
Admin. Assistant
eclark@nso.uchc.edu

•

Cheryl Sinkler
Admin. Assistant
sinkler@nso.uchc.edu

Denial of Service Attacks
by Geoff Gerrietts, Technology Coordinator

Last month we talked a little about firewalls, explaining how they work and what they might do to interfere with your life. This month we'll go a little farther into network and computer security, probably farther than you've had an urge to go in the past. Today I will talk about denial of service attacks, to provide a context for thinking about security and assessing risks.

Recently, denial of service attacks have been in the news quite a bit. Several attacks against big dot-com companies were reported in the news media a little while back. In most reports, the story had a spin on it that painted the attacks as harmful only insofar as they interrupted business, which is fortunate. Not all denial of service attacks are so innocuous, however. In many cases, they are less like electronic vandalism and more like real theft.

A denial of service attack floods the victim network with traffic, preventing it from being able to process its regular workload. While this in itself could be destructive, it doesn't have much payoff for the attacker, other than the punk thrill of vandalism. But if an attacker is more sophisticated, he can use the "downtime" of the target to its advantage. This is particularly feasible where a specific machine has been given special permission, either in terms of access to other systems, or in terms of access to privileged information. The following two examples explain what I mean.

Some Unix machines make whole chunks of their hard disks accessible to remote users via a protocol called "NFS." It faintly resembles the Network Neighborhood in Windows. NFS allows people access to the disks based on their IP address or hostname. If one of the permitted computers falls victim to a denial of service attack, the attacker can step in and pretend to be the computer with permission. Since the real user is buried under a load of traffic that it can't handle, the intruder's claim can't be denied.

A parallel example might be in a Windows network. Assume that an office saves most of its critical information on a file server. The attacker could pretend to be the fileserver, if the file server was buried under a sufficient load of traffic. Such an attacker might make off with a great deal of data, perhaps including credit card numbers or other sensitive information.

Defending against these attacks is frequently a task that falls directly to the IT staff of an institution, but some components can be handled more directly by a system's users.

The first line of defense is the firewall. We discussed these in some detail last time. I won't rehash, but many firewalls are specifically built to resist denial of service attacks. Inside the firewall, careful network topography can make a denial of service attack more difficult to execute effectively, too.

But there's a limit to what IT can do for an infrastructure. One thing users need to do is to be suspicious. If a network drive that should have a lot of data on it suddenly appears to have none, question it. If you have a lot of trouble connecting across the network, make sure everything looks "right" before proceeding with your business.

But most of all, follow the basics: don't open email attachments that you aren't expecting, or

From QuickDOC-L
by Ed Donnald, Network Coordinator

A recent posting to QuickDOC-L addressed some basic questions that QuickDOC users may be asking concerning the development of the new Windows version of the popular software. As the date for the release of the production version of the new DOCLINE continues to slide, users of QuickDOC are understandably attentive. Jay Daly has said "Once they take the old DOCLINE away, then the old QD goes with it. So the concept of a leisurely 'playing around with it to see what it can do' is out the window." He encouraged everyone to become familiar with the Web-based version of DOCLINE.

Jay has been working very hard on this total rewrite of the program and will post detailed instructions on the list when the program becomes available. He plans for it to be available for downloading prior to the web-based DOCLINE going to production status, but warned "Because of the tight schedule, this will definitely be an on-the-job-training sort of experience." Jay also indicated that the administrative task of actually ordering the update ($125 one-time upgrade fee) could be worked out later if needed. In preparing for the switchover, he suggested that libraries make sure their current (zipcode+letter) LIBIDs were accurate to insure an easy conversion to the new (six letters) LIBID.

Another question that has been asked concerns the method of communication. Even though QuickDOC won't use telnet to communicate with DOCLINE, Jay suggests you keep Kermit95 or ProComm Plus32 on hand for use in sending EFTS files and connecting with UCMPOnline. [Note: QuickDOC will use either a direct TCP/IP connect to port 499 or background e-mail messages to communicate back and forth with DOCLINE.]

Outreach RFP Sent Out
by Nancy Putnam, Outreach Coordinator

The NN/LM™-NER 2000 Outreach Project Request for Proposal has been mailed out to all network members and is also available online at **http://www.nnlm.nlm.nih.gov/ner/outreach/rfp.html**

Please share this information with anyone who might be interested in submitting a project. Proposals must be in our office by **April 17, 2000** for full consideration. We look forward to receiving your project proposals and are available to answer any questions you may encounter.

PubMed Central: free online access to the full text of life science research articles

In January 2000, PubMed Central®, **http://pubmedcentral.nih.gov**, began to accept articles. The web-based sytem is the barrier-free NIH repository for primary research reports in the life sciences. Both reports from journals as well as reports that have been screened but not formally peer-reviewed will be included. Participating journals and other organizations will submit complete research reports to PubMed Central and access to the entire report will be free to individuals through PubMed Central. The status of all reports -- peer-reviewed or screened -- and the identity of the contributing organization will be clearly indicated.

Presently there are two titles available, *Molecular Biology of the Cell* and *Proceedings of the National Academy of Sciences of the United States of America*. Forthcoming journals include *Biochemical Journal*, *Canadian Medical Association Journal*, five journals from *BioMed Central* and *Frontiers in Bioscience*.

The documents can be viewed as either HTML or downloaded as PDF.

NAHSL SPRING CE: *Using PowerPoint to Create Effective Presentations*

Daniel Dollar, M.L.S. and Nancy Putnam, M.L.S., from the NN/LM NER will be conducting these half-day hands-on workshops.

Connecticut: Tuesday, April 18. Middletown Library Service Center 9:00am-1:00pm.

Maine: April 3. L/A College 12:30pm -4:30pm.

Massachusetts: April 24 UMass. Worcester 12:30pm-4:30pm

New Hampshire: April 10 Dartmouth College 12:30pm-4:30pm

Rhode Island: March 31 Brown University 9:00 am-1:00 pm

The cost is $25 for NAHSL members (2000 dues paid) and $35 all others.

Please register early to avoid disappointment; registration is limited to approximately 20 people at each site. For more information please contact Karen Odato at **karen.odato@dartmouth.edu**.

New DOCLINE

by Ed Donnald, Network Coordinator

Let us not forget who won that race between the hare and the tortoise. Although we may have been frustrated when we saw the "March 20th" release date for the new DOCLINE slide to "late Spring" let us take heart that we are getting there even though it's not a quickly as we'd like. Keep checking on the site **http://www.nlm.nih.gov/psd/cas/ newdocline.html** for the latest information as additional parts of the system become available.

By now you should have done the following:

- memorized your new LIBID
- logged into the new system and updated your DOCUSER record. Remember, there are about 20 different screens to be reviewed. You should also have looked at making changes to your routing table, but only for practice, changes to your active table will not be made.
- looked at the SERHOLD module and practiced searching for a title.
- looked at the Requests module and practiced entering some requests under Borrow. This can be done by searching PubMed, LOCATOR*plus*®, entering a UI number or by manually entering the citation information.

From mid February to early spring, expect 2 or 3 more beta releases. As major features are completed, a new beta release will be available. Upcoming features include:

1. LD Transfer
2. SERHOLD and DOCLINE Reports
3. Printing Improvements

If you have any questions or problems, give DOCLINE Ed a call at (860) 679-4793 or e-mail donnald@nso.uchc.edu

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Spring Already!

tor of Library Operations usually join us for the day. As your conduit to NLM, don't miss this opportunity to send us comments on NLM, the NN/LM program, consumer health or anything related to improving access to health information for you and your patrons.

See you in Vancouver, they say the golf courses are spectacular!

Do you have any tips on making Loansome Doc work for your library? We'd love to have you share with the readers of the *New England Sounding Line* your experiences with Loansome Doc and what you've learned.

Denial of Service

attachments sent by people you don't know. Do scan your computer for viruses, regularly, and make sure your virus scanner is up to date. Don't leave yourself logged in to network resources; don't share your password with others. If you experience a lot of slow network response time, report it.

The biggest danger really is inside the firewall. The firewall can protect you from intruders, but people who manage to subvert the firewall are generally doing it from inside the local network. That means they've managed to get some programs loaded on some machines somewhere within your network. By staying on top of your own workstation and the workstations you regularly use, you may be saving dollars, if not lives, for your institution.

http://www.webring.org/what.html

WebRing is the first, largest, and fastest-growing service of its kind on the Internet, providing one of the easiest ways for visitors to navigate the Web.

In each of its tens of thousands of Rings, Member web sites have banded together to form their sites into linked circles. Their purpose: to allow more visitors to reach them quickly and easily.

An extraordinary system servicing three primary World Wide Web groups: Visitors, Member sites and advertiser-merchants, WebRing remains entirely open and free of charge to both Visitors and Members. As a leading online navigation aid, WebRing is experiencing a growth rate of over 10% monthly. Daily page requests from visitors exceed 2,000,000; Member sites total over 1,300,000; Rings total over 80,000.

The WebRing system can support a nearly unlimited number of separate and distinct Rings across the Internet. This unique structure allows the creation and evolution of tens of thousands of different "web communities." Each Ring was started and is maintained by an individual website owner, it's RingMaster.

Medical Piloteer WebRing
by Ed Donnald, Network Coordinator

The next time you see one of your physicians tapping away on his Palm Pilot, ask them if they are aware of the Medical Piloteer WebRing. It's a WebRing for medical applications for the handheld PDA. The URL is **http://nav.webring.org/ hub?ring=medpilot;list**. This ring links sites such as ThePediatricPilotPage, PocketMed or K2 Consultants, Inc.

A visit to the K2 site offers resources such as *LexiDrugs™-Drug Information Handbook*, a complete database of 1613 drugs covering 4626 brand names spanning 356 therapeutic categories or *Apothecarium*-more than 6200 drug entries used to find out information about drug interactions. Interactions Analysis is available by entering two or more drugs to find out any significant Interactions.

Through navigation links found most often at the bottom of Member pages, Visitors can travel all or any of the sites in a Ring. They can move through a Ring in either direction, go to the next or previous site, or list the next five sites in the Ring. They can jump to a random site in the Ring, or survey all the sites that make up the Ring.

The quickest way to find a Ring of interest is to visit WebRing's online Directory **http://www.webring.org/ index.html#ringworld**. There you can select a category, or use RingSearch to search for Rings across the entire system, then refine your search by searching within a Ring. If you can't find a Ring that suits your needs, you're free to start your own!

ClinicalTrials.gov
by John Stey, Associate Director

The National Institutes of Health has launched the consumer-friendly database, ClinicalTrials.gov. The URL for the new database is **http://clinicaltrials.gov** ClinicalTrials.gov provides patients and member of the public easy access to information about the location of clinical trials, their design and purpose, criteria for participation and additional disease and treatment information. The press release and more detailed information are available at the NLM web site, **http://www.nlm.nih.gov/news/ press_releases/clintrlpr00.html**

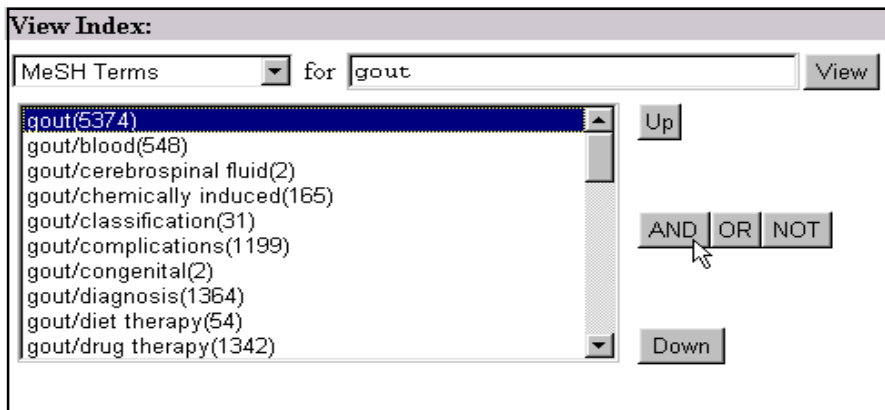# Education Notes-How to Identify Up-Front Citations in PubMed

by Daniel Dollar, Education Coordinator

Citations in MEDLINE® indexed to a given MeSH® term, and **not** indexed to any of its subheadings, are know as *up-front citations*. These articles do not fall into any of the subheadings for an assigned MeSH term, either because the subject heading is dealt with in such broad terms as to relate to multiple subheadings, or there is not an appropriate subheading available for that MeSH term.
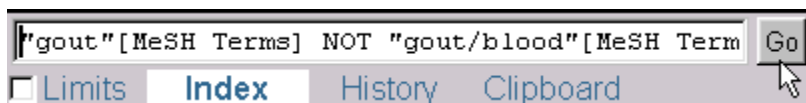
Thus, these citations are in front of citations for which the subject heading is also indexed to one of its subheadings. Once you were able to identify these citations using ELHILL®; now you can do so again with the new version of PubMed. Follow the three steps listed below to identify these more general citations.

1. Click on **Index**, and select **MeSH Terms** from the pull-down menu. Type in the MeSH term *Gout* and click on **View**. Using this example, select the term *Gout* and click on **AND** to add the 5,374 citations indexed to Gout (*as of 2/7/00*) both with and without subheadings to your search. (**Note**: You need to make sure the PubMed query box has been cleared before adding in terms from the index.)

2. Next, you are going to gather all those citations indexed to Gout with any subheading. You can do this by holding down the **CTRL** key and clicking with the left mouse button on each entry in the index that has *gout/subheading*. Once they are all selected, click on **NOT** to add it to your query.

View Index:

MeSH Terms ▼ for gout [View]

gout(5374)
gout/blood(548)
gout/cerebrospinal fluid(2)
gout/chemically induced(165)
gout/classification(31)
gout/complications(1199)
gout/congenital(2)
gout/diagnosis(1364)
gout/diet therapy(54)
gout/drug therapy(1342)

[Up]

[AND] [OR] [NOT]

[Down]

3. Click on **GO** beside PubMed query box to run your search.

"gout"[MeSH Terms] NOT "gout/blood"[MeSH Term [Go]

☐ Limits   **Index**   History   Clipboard

PubMed ORs together the multiple selections you have made and then NOTs that one large set from the first larger set, which leaves you with the up-front citations—that is, the records indexed to Gout without a subheading. Doing the above search retrieved 125 citations (*on 2/7/00*) with *Gout* as a MeSH term and no subheading attached.

Note: If the MeSH Term you are searching on goes beyond the scrollable window in the Index when selecting to multiple subject headings/subheadings, gather up those that appear in the scrollable window. Then click on **NOT**. Use the **DOWN** button to continue down the index. Remembering where you left off, select the remaining subject headings/subheadings and click on **NOT** again. PubMed is smart enough to append the next grouping of headings at the end of your search and simply NOT those out from the first larger set.

Exploring the New Features of PubMed
by Nancy Putnam, Outreach Coordinator

The Related Articles can now be easily modified to limit to dates, languages, abstract only, etc. Start by selecting the related articles link for the chosen citation. Next go to the history section and choose the item labeled Link to PubMed from (########), it will be the one on the top if no other action has taken place from the time you choose related articles until the time you go to history. Type the set number preceded by a # in the text box at the top. Then click on the word limits to select the desired limits. Once all limits have been chosen click on Go and your set of related articles will now be customized to your specified limits.

Another great addition to the related articles feature is the ability to locate related articles for multiple citations. To proceed click in the box to the left of the citations, a check mark will appear indicating your selections. Next go to the pull down menu for display formats and chose related articles then click on display. You will now have a new set of citations closely related to the ones selected with no duplicate citations.

Please keep in mind that whichever new feature you may use when manipulating the related articles set, the citations will still be displayed in relevancy order rather than the reverse chronological order or the original results.

Book Review
by Judy Reingold Spahr, MLS, MEd
Saints Memorial Medical Center

Quality circles; TQM; teambuilding; reengineering; corporate culture; organizational learning....all the buzzwords we've been hearing and/or have been thrust into the middle of, over the last ten years. Peter Senge, the management theory guru, led many organizations toward adopting the 'learning organization model' with his now-classic book *The Fifth Discipline*. His newest book, *The Dance of Change*, looks at the challenges to sustaining momentum in organizations that are in the process of growing and learning.

This book is a great resource for individuals as well as organizations. Personal growth and change processes are the "micro versions" of what happens in the institution. The exercises, techniques, and examples in *The Dance of Change* can model internal change for us, and can help us be corporate resources and teachers within our organizations. The reader does not need to study the book from cover to cover, but use it as a reference tool from which you can pick specific topics to study and use.

The Dance of Change: the challenges of sustaining momentum in learning organizations
Peter M. Senge...[et al]. New York: Doubleday, 1999. $35.00

From My Desk
by Pam White, Consumer Health Coordinator

Your Consumer Health Coordinator has been busy getting her feet wet in the region and elsewhere. I have been meeting and conferring with many of you, getting a sense of your needs and your abilities to respond to the needs in others. As a first step towards establishing a consumer health information presence on the NN/LM NER web site, I have been crafting a consumer health information web page. The page has links to consumer health pages in each of the New England states and a limited number of direct links to national resources. The intent of the page is to help librarians and consumers who are looking for consumer health library resources and services in their area.

In January, I attended the Healthy People 2000 Conference, **http://www.health.gov/partnerships/Overview/default.htm,** in Washington DC, where HHS Secretary Donna Shalala and Surgeon General David Satcher announced national health goals for 2010. The conference centered on four themes: Partnering for Health Improvements, Eliminating Health Disparities, Increasing Quality and Years of Healthy Life, and Harnessing Technology for Health. The conference was a wonderful opportunity to discuss consumer health information issues with a diverse group of health professionals and meet some of my counterparts from the other NN/LM regions.

New DOCLINE ®-L Listserv
http://www.nlm.nih.gov/psd/cas/newdocline_L.html

As of January 5, 2000, a new DOCLINE listserv, called DOCLINE-L is available from the National Library of Medicine. The list will be unmoderated, but closed to all except DOCLINE users. The purpose of this new listserv is to provide NLM with an easy way to quickly communicate new information and broadcast messages to DOCLINE users in the U.S., Canada and overseas. Additionally it will provide a forum for DOCLINE users to communicate with each other and NLM about any issue related to DOCLINE, SERHOLD or document delivery. All DOCLINE libraries should be subscribed to their regional RML listserv for important regional announcements and the NLM DOCLINE-L listserv to receive communications regarding DOCLINE. If you are not subscribed to one of these lists, you may miss critical information. Many DOCLINE announcements will be posted both on regional listservs and on the NLM DOCLINE-L listserv, so if you are subscribed in both places, you will see a cross-posting.

To find instructions for subscribing to the New England regional listserv, go to **http://www.nnlmner.uchc.edu/listserv.html**

Instructions for subscribing to the NLM DOCLINE-L listserv:

To subscribe: Send message to
    lists@mailserv.nlm.nih.gov

In the subject line, put in identifying information. Include your new LIBID and an abbreviated name of your library (e.g. MDUNLM - Natl Lib Med)

In the body of the message:
    subscribe DOCLINE-L